



## **NRRS™ Call Center Services Resume**

The National Recreation Reservation Service advance reservations are scheduled to resume for U.S. Army Corps of Engineers and U.S. Forest Service Parks on Wednesday, October 17<sup>th</sup>, 2007 at 10:00 AM EST. Call volumes to both the Call Center and Customer Service lines are expected to be very high for the first few days, until demand subsides. Both ReserveAmerica and the NRRS™ have been working closely ensuring appropriate staffing levels are in place to quickly service all reservation calls; we are also providing in-queue messaging, informing customers that wait times may be longer than expected.

Should customers be unable to get through to the Call Center or receive a busy signal, ReserveAmerica asks that they continue attempts, try again later in the day, or alternatively visit us online at [www.Recreation.gov](http://www.Recreation.gov) to make a reservation.

## **ReserveAmerica.com**

ReserveAmerica, the NRRS™ service provider, will continue to display Federal Facilities on [www.ReserveAmerica.com](http://www.ReserveAmerica.com), including the search availability function. At the time of booking, customers will be redirected to [www.Recreation.gov](http://www.Recreation.gov) where the transaction will be completed (note that the redirect will occur once the user clicks on the 'Book Now' button for any federal facility).

## **NRRS™ Policy Changes**

The Maximum Advanced Reservation window will change for all Agencies, effective October 17, 2007.

Window	Time Period	Facility Type	Agency / Location
Maximum Advance Window	6 Month Rolling (to the day)	Campsites, Cabins & Lookouts	All Agencies & Locations Except Yosemite National Park
Maximum Advance Window	5 Month Block (on-sale 15th of each month)	Campsites	NPS - Yosemite National Park
Maximum Advance Window	12 Month Rolling (to the day)	Group Facilities	All Agencies & Locations Except Yosemite National Park
Minimum Advance Window	0-4 Days (over 4 days requires COTR Approval*)	ALL	All Agencies & Locations

For information on all policies for the NRRS™ visit: <http://www.recreation.gov/marketing.do?goto=/nrrsreservationpolicies.html>

## **NRRS™ Call Center & Customer Service Hours**

March 1, 2007 to October 31, 2007 10:00 AM EST – 1:00 AM EST	
November 1, 2007 to February 28, 2008 10:00 AM EST – 10:00 PM EST	
Reservations	1-877-444-6777
TDD	1-877-833-6777
Customer Service	1-888-448-1474
Internet	<a href="http://www.recreation.gov">www.recreation.gov</a>

*Customers may call the National Recreation Reservation Line for reservations and reservation inquiries.*